



# County of Los Angeles CHIEF EXECUTIVE OFFICE

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Chief Executive Officer

December 5, 2011

To: Mayor Michael D. Antonovich  
Supervisor Gloria Molina  
Supervisor Mark Ridley-Thomas  
Supervisor Zev Yaroslavsky  
Supervisor Don Knabe

From: William T Fujioka  
Chief Executive Officer

Richard Sanchez  
Chief Information Officer

Board of Supervisors  
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First District

MARK RIDLEY-THOMAS  
Second District

ZEV YAROSLAVSKY  
Third District

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Fourth District

MICHAEL D. ANTONOVICH  
Fifth District

## **SECOND QUARTERLY REPORT ON MAJOR INFORMATION TECHNOLOGY PROJECTS**

County departments continue to examine and implement practical technology approaches that leverage Information Technology (IT) to improve operational efficiencies and enhance delivery of services.

This quarterly informational IT report highlights major IT projects for your Board's information on the depth and breadth of technology solutions underway within the County.

### **Enterprise Software License Agreement – VMware**

The County has negotiated an Enterprise Software License Agreement with VMware for virtualization software and services. VMware is an industry leader in consolidating multiple computer servers onto fewer servers with no impact to service or performance and thereby reduce cost, electrical power and cooling requirements.

This Agreement, which consolidated purchases of 13 County departments, enabled the County to save an estimated \$3.2 million over a three year period versus individual department acquisitions. The County leveraged its buying power for the enterprise and sets the stage for future savings by increasing energy efficiency and eliminating hardware through consolidation of servers.

*"To Enrich Lives Through Effective And Caring Service"*

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### Current Status

County departments are continuing, and or beginning, their computer server virtualization efforts by using the software licenses. County departments' IT environments can start to recognize savings and operational efficiencies. Project team members are working to extend the agreement to the other County departments that operate computer servers.

### **Probation Electronic Medical Records System (PEMRS)**

In June, 2010, the County contracted with Cerner Corporation to implement PEMRS to automate the medical and mental health records of minors in the Probation Department's juvenile halls and camps. Implementation of PEMRS is a condition of the County's agreement with the U.S. Department of Justice (DOJ). Probation is the lead department on the project with collaboration from the Departments of Health Services (DHS) and Mental Health (DMH), which provide medical and mental health services to minors in the halls and camps.

### Current Status

PEMRS began live operations September 19, 2011. The successful implementation of PEMRS, on schedule and within budget, represents a significant achievement due to the technical, organizational, and operational complexity.

### **Client and Asset Management System (CAMS)**

CAMS is a custom developed application that will replace an existing 20-year-old case and asset management system, which supports the County's Public Administrator (Treasurer and Tax Collector – TTC) and Public Guardian (DMH) operations. County Counsel, Coroner, and Superior Court also routinely utilize the system to perform various legal activities connected with probate or guardianship issues. This multi-department project will streamline and integrate the activities of these departments by using wireless technologies and hand-held devices to document estate information and store photos.

### Current Status

CAMS was implemented on October 15-16, 2011. The successful implementation was a result of strong collaboration between departments and development vendor. The legacy system was turned off to users, but still accessible to TTC for research purposes.

### **Mobile Digital Computers (MDC)**

In November, 2011, the Sheriff launched the MDC Project to equip patrol vehicles with new MDCs that have embedded wireless access. The MDCs replace computer terminals deployed in 1984 and will provide more than 2,400 field units access to new public safety technologies, including criminal databases, automated call routing using Global Positioning System (GPS) for emergency calls, and access to other critical law enforcement resources.

#### Current Status

An installation contract has been approved for the Sheriff to begin new MDC implementation. The Sheriff's Industry Station will be the initial deployment and has equipped 32 patrol vehicles with the new MDCs.

#### **Services Locator 2.0**

The County's Services Locator (<http://maps.lacounty.gov>) enables the public to locate government services and facilities based on addresses entered on County websites. Currently, the information used by the Services Locator can only be updated centrally using a cumbersome and time consuming file upload process.

In July, 2011, the Enterprise GIS Group completed the Location Management System (LMS) to allow departments to directly update the information for the location of the service. When fully implemented, LMS will be the authoritative source for countywide service location information and points of interest and will be fully integrated with the County's Enterprise GIS. The Services Locator has been modified to use the information maintained in LMS, as well as to include new functionality to simplify its presentation and usability.

#### Current Status

The Service Locator is currently undergoing testing and is scheduled to be deployed in December, 2011.

#### **Electronic Commerce (eCommerce)**

With the County's e-Commerce agreement currently extended to March, 2012, a Request for Proposals (RFP) was issued for a fully integrated solution to process eChecks and credit/debit card payments from various payment channels (e.g., Internet, Interactive Voice Response, and Point of Sale terminals). The RFP was prepared in a multi-departmental collaborative effort between the Internal Services Department (ISD), TTC, Public Works, and Chief Information Office (CIO) and includes updated requirements for a countywide online payment gateway.

#### Current Status

RFP proposals were received on October 13, 2011 and are currently being evaluated. ISD plans to exercise a second one-year extension in March, 2012, to cover the transition from the current contract to the new solution. The cost of the transition will be absorbed by the contractor. The contractor's primary source of compensation is derived from service fees associated with processing payment transactions on behalf of the County.

### **Department of Health Service's Electronic Health Record (EHR) System**

Department of Health Services (DHS) plans to replace its current clinical information system - the Quadramed Affinity suite - with a new EHR system. Currently, DHS operates six separate Affinity systems at each of their major facilities. The key drivers for acquiring and implementing an EHR system are: improving quality and efficiency of care; standardizing clinical processes and systems; meeting federal Meaningful Use criteria and comply with federal American Recovery and Reinvestment Act of 2009 requirements to avoid penalties; and addressing the Department's immediate technical need to replace their Affinity solution because Quadramed has declared plans to end support for their clinical system and has no intent of making this system version capable of obtaining federal Meaningful Use requirements.

#### **Current Status**

DHS released an EHR System Request for Proposals (RFP) on November 15, 2011. DHS is target presenting a negotiated agreement for Board consideration in the fourth calendar quarter of 2012.

### **Enterprise Content Management (ECM) Infrastructure**

In January, 2010, your Board approved \$2,259,000 in Information Technology Fund (ITF) monies to establish a shared Electronic Content Management Infrastructure that will enable consolidation of a stand-alone system infrastructure. This centralized ECM environment will provide an alternative to departmental systems being deployed and avoids costly building, support and staffing expenditures. Additionally, the central ECM will provide cost-effective disaster recovery to minimize data loss in case of a power outage or event.

#### **Current Status**

The shared ECM Infrastructure was deployed in October, 2011 and the first two applications — Coroner's Electronic Case File System and Public Health California Medical Services' eChart System are scheduled to be implemented by the end of the year. Integration of eCAPS with the central ECM infrastructure is targeted for deployment on the Infrastructure in September, 2012.

### **Permit and Land Management Solutions (PALMS)**

A multi-department PALMS project team (Public Works, Regional Planning, Fire, Parks and Recreation, Public Health - Environmental Health, and CIO), with support from a consultant, is implementing multi-phase improvements to business processes and technology to increase the effectiveness and efficiency of the County's land development and building permit functions. The first phase of this implementation effort is referred to as the PALMS Bridge.

#### **Current Status**

In September, 2011, your Board approved \$436,760 from ITF to complete a portion of the PALMS Bridge. The scope includes business process improvements for land development that include zoning permits, conditional use permits, inspections, and cash collection and accounting functions.

The PALMS Bridge will pilot the use of Electronic Content Management and workflow to enable electronic submission of plans and documents from the public, electronic routing among PALMS departments, and online status monitoring. Videoconferencing is also being piloted to facilitate communication among PALMS departments and the public. The PALMS Bridge project is targeted for completion in June, 2012.

### **Electronic Master Person Index (EMPI)**

The Chief Executive Office (CEO), in collaboration with the CIO, will implement a countywide EMPI to enable the identification of common clients in an accurate, reliable, and timely manner, within compliance of established state and federal privacy and security laws, regulations, and guidelines. The unique identification of common clients is a prerequisite to sharing client data for coordination of care. EMPI will be built on a standards-based model that will allow compatibility in the future with current systems. Implementation of EMPI will occur in multiple phases. The initial phase will include the Department of Children and Family Services, Health Services and Mental Health.

### **Current Status**

On May, 2011, your Board was notified of the CEO's intent to conduct a sole source negotiation with International Business Machine Corporation (IBM) and Western Health Information Network (WHIN) a technology partner for Los Angeles Network for Enhanced Services (LANES). The CEO, CIO, and the involved departments are conducting negotiations with IBM and WHIN to identify the best options for contracting, designing, developing, implementing, hosting, and maintaining the County's EMPI.

In October, 2011, your Board approved a request to engage the services of a specialized consultant to serve as the EMPI project manager.

A vendor contract for acquisition for EMPI software and implementation services is tentatively scheduled for Board consideration in the Fall, 2012.

### **Integrated Behavioral Health Information System (IBHIS)**

IBHIS, commercial off-the-shelf behavioral health system, will replace DMH's legacy core clinical and financial systems. IBHIS is an integrated web-enabled, electronic-based medical record system that automates key financial, clinical and management processes.

IBHIS will be configured and implemented by Netsmart Technologies (Netsmart) and will be hosted at their data center in Ohio. The projected cost over 13 years (2 years of implementation and 11 years of hosting and support) is approximately \$93 million. A substantial portion (85%) will be funded by the Mental Health Services Act (MHSA). Implementation of this system will meet a Federal Medicare requirement that electronic medical records must be in place the beginning of 2014 with penalties for failure to have a certified electronic health record system in 2015. IBHIS will provide access to clinical and service delivery information from any location within the DMH system of care. IBHIS will facilitate information sharing between County departments and outside agencies, when required.

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### Current Status

Your Board approved an agreement with Netsmart on October 18, 2011. The Netsmart project team and DMH project team will dedicate the next three months to developing the project plan and implementation strategy. Some of the key activities will include comprehensive system demonstrations to the DMH Executive Management Team, review DMH projects that have dependencies on the implementation of IBHIS, completion of requirements review and gap analysis, and development of a training plan. The IBHIS project kickoff is scheduled for January, 2012.

Please contact Richard Sanchez at (213) 253-5600 or [rsanchez@cio.lacounty.gov](mailto:rsanchez@cio.lacounty.gov), if you have any questions or require additional information on any of these projects.

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c: All Department Heads